

Getting the most out of year-end performance conversations with your team

Manager

Goal setting

The measures: What was the colleague trying to achieve?

Co-op behaviours: How did they go about doing it?



Mid-year review

Look at the summary you wrote for the colleague at mid-year



Year-end review

For your year-end conversations

- Be there for your people
- Be curious about what they have to say
- Listen without interruption and ask questions to understand
- Think about the whole year

Co-op behaviours

How we do things at Co-op is just as important as what we achieve. Use our Co-op leadership and colleague behaviours to help colleagues understand what their strengths and development areas are.

Get prepared

Look at the goals and mid-year summary. Review our Co-op leadership or colleague behaviours and any feedback the colleague has shared with you, then use these questions to help you get the most out of your conversation with colleagues at year-end

Questions looking back

- Tell me about the skills and strengths you have relied on, how have you used them?
- Tell me about any challenges you have encountered.
- Where do you feel you have developed this year? What difference do you feel that has made?
- Describe the sort of feedback you have been receiving throughout the year?
- What has been the most important thing you have learned this year?

Questions looking to the year ahead

- What do you see as your areas for development?
- Are they reflected in your PDP?
- Thinking about setting your goals, where will you now focus your development?
- What do you need from me in over the year ahead?
- What could happen if you do nothing differently?
- How can we get the best out of our regular conversations over the year ahead?